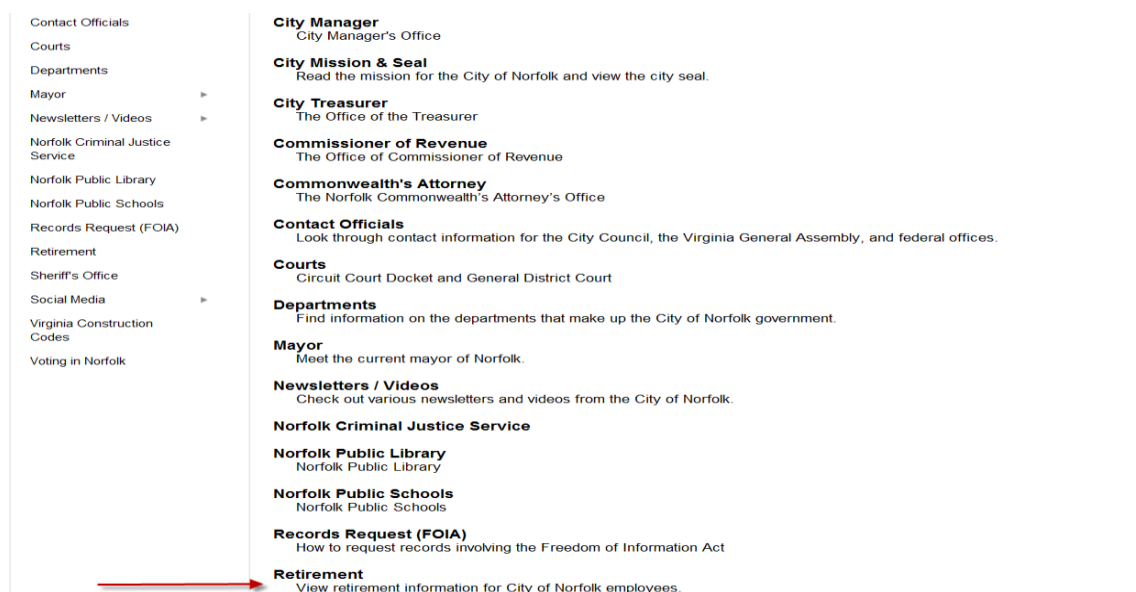


PeopleSoft Self-Service Log In Instructions

1. Go to the City of Norfolk's web site: www.norfolk.gov
2. Click "Government"

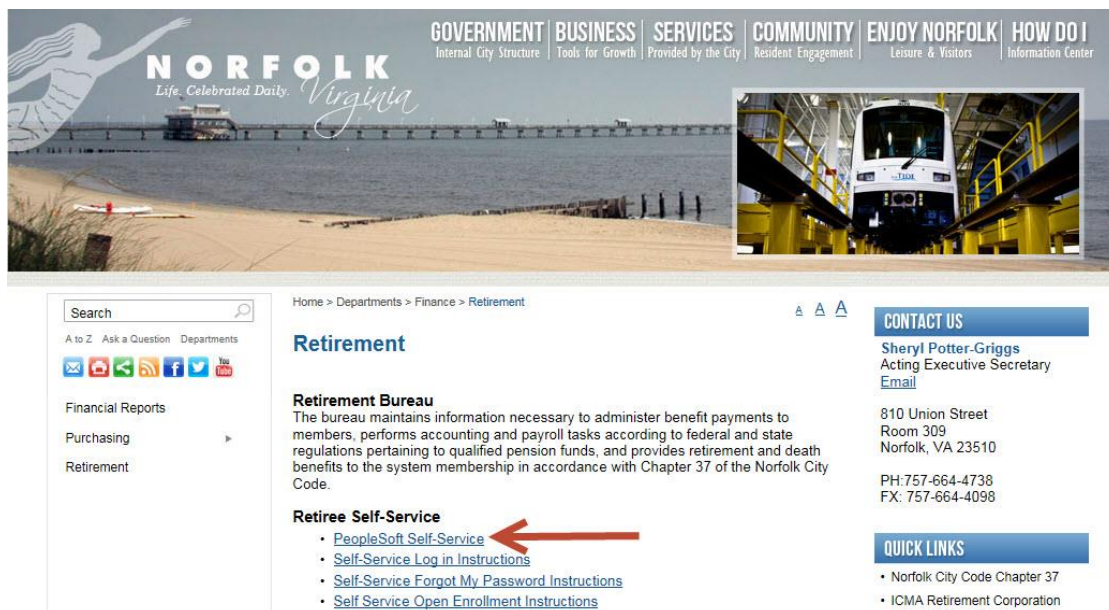


3. Click "Retirement"



PeopleSoft Self-Service Log In Instructions

4. Click “PeopleSoft Self-Service” under Retiree Self-Service



Enter your User ID and Password - Your User ID is your Retirement Employee ID and can be found on your paycheck/advice near your name. Your initial password is the first four letters of your last name (first letter capitalized all others lower case), last four digits of your SSN and an asterisk (*) – example Mous1234*. If your last name is less than four letters your password will be shortened, that is if your last name is Joy only three letters are used in your password – example Joy6789*. Your User ID and Password are case sensitive so be sure to check your Caps Lock key. After entering your User Id and Password, **Click Sign In**.



<p>User ID: <input type="text" value="01234R"/></p> <p>Password: <input type="password" value="••••••••"/></p> <p>Forgot your password?</p> <p><input type="button" value="Sign In"/></p>	<p>Select a Language:</p> <table><tr><td>English</td><td>Español</td></tr><tr><td>Dansk</td><td>Deutsch</td></tr><tr><td>Français</td><td>Français du Canada</td></tr><tr><td>Italiano</td><td>Magyar</td></tr><tr><td>Nederlands</td><td>Norsk</td></tr><tr><td>Polski</td><td>Português</td></tr><tr><td>Suomi</td><td>Svenska</td></tr><tr><td>Čeština</td><td>日本語</td></tr><tr><td>한국어</td><td>Русский</td></tr><tr><td>ไทย</td><td>简体中文</td></tr><tr><td>繁體中文</td><td>العربية</td></tr></table>	English	Español	Dansk	Deutsch	Français	Français du Canada	Italiano	Magyar	Nederlands	Norsk	Polski	Português	Suomi	Svenska	Čeština	日本語	한국어	Русский	ไทย	简体中文	繁體中文	العربية
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Dansk	Deutsch																						
Français	Français du Canada																						
Italiano	Magyar																						
Nederlands	Norsk																						
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Čeština	日本語																						
한국어	Русский																						
ไทย	简体中文																						
繁體中文	العربية																						

PeopleSoft Self-Service Log In Instructions

- 5. Change your password** - The first time you sign on, your initial password is set to expire. Click the link **"Click here to change your password."**

Note: You will be required to change your password every 90 days.



Your password has expired.

[Click here to change your password.](#)

- 6. Enter your "Current Password:"**
- 7. Enter a "New Password:"** - Your new password must be at least seven characters with one capital letter, one number and one special character (i.e. @, # %, &). Remember your password is case sensitive.
- 8. Re-enter your new password in "Confirm Password:"**
- 9. Click "Change Password"**

Change Password

User ID: 01234R

Description: Forgotten Password

*Current Password:	<input type="password"/>
*New Password:	<input type="password"/>
*Confirm Password:	<input type="password"/>

Change Password

- 10. Click "OK"**

PeopleSoft Self-Service Log In Instructions

You must enter a valid email address to utilize the Forgotten Password feature after the initial sign-in. If you already have a primary email account set up, you can skip steps 12-15.

11. Click “My System Profile”

12. Click the “Primary Email Address” check box from Email Type “Other” to remove it as the Primary Email Address. You can enter multiple emails, but only one can be marked as the “Primary Email Account” and receive emails.

13. Click on the plus (+) at the bottom of the page under Email to add your email address.

14. Add an Email address - Check the “Primary Email Account” box. Select the Email Type by clicking the down arrow. Enter your email address.

15. Click “Save”

ORACLE

Menu

Search:

- Personal Information
- Payroll and Compensation
- Benefits
- My System Profile**

General Profile Information

Forgotten Password

Password

[Change password](#)

[Change or set up forgotten password help](#)

Personalizations

My preferred language for PIA web pages is: English

My preferred language for reports and email is: English

Currency Code:

Default Mobile Page:

Alternate User

If you will be temporarily unavailable, you can select an alternate user to receive your routings.

Alternate User ID:

From Date: (example: 12/31/2000)

To Date: (example: 12/31/2000)

Workflow Attributes

☒ Email User ☒ Worklist User

[Miscellaneous User Links](#)

Email

Primary Email Account	Email Type	Email Address		
<input type="checkbox"/>	Other		+	-
<input checked="" type="checkbox"/>	Work	user.email@norfolk.gov	+	-

[Save](#)

PeopleSoft Self-Service Log In Instructions

16. Click “Change or set up forgotten password help”

ORACLE

Menu

Search:

- Personal Information
- Payroll and Compensation
- Benefits
- My System Profile**

General Profile Information

Forgotten Password

Password

[Change password](#)

[Change or set up forgotten password help](#)

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Workflow Attributes

☒ Email User ☒ Worklist User

[Miscellaneous User Links](#)

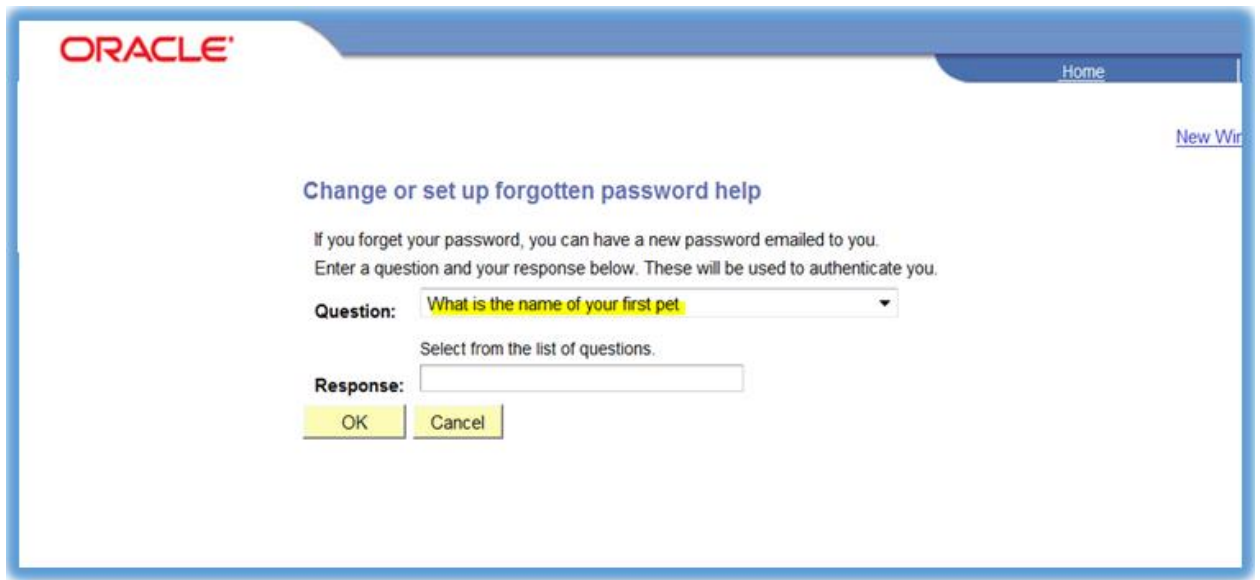
Email

Customize | Find | First | 1-2 of 2 | Last

Primary Email Account	Email Type	Email Address
<input type="checkbox"/>	Other	
<input checked="" type="checkbox"/>	Work	user.email@norfolk.gov

PeopleSoft Self-Service Log In Instructions

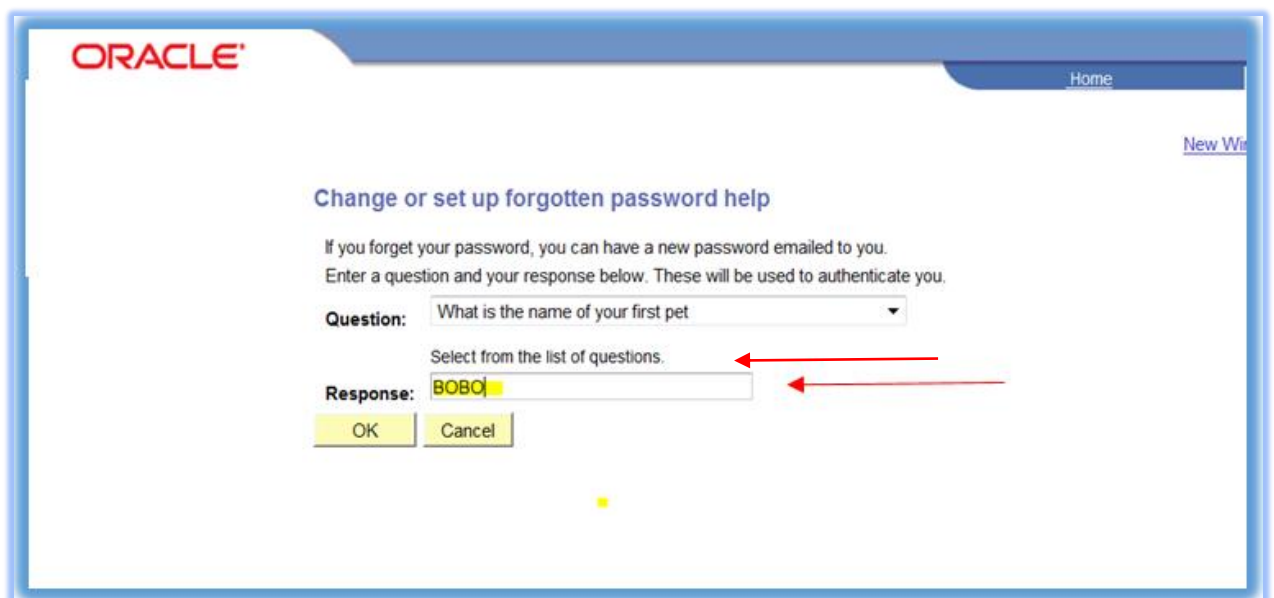
17. Select a question by clicking the down arrow to display available security questions



The screenshot shows the Oracle PeopleSoft Self-Service Log In page. The header includes the Oracle logo and navigation links for Home and New Wire. The main heading is "Change or set up forgotten password help". Below this, a message states: "If you forget your password, you can have a new password emailed to you. Enter a question and your response below. These will be used to authenticate you." The "Question:" field is a dropdown menu with "What is the name of your first pet" selected. Below the dropdown is a prompt "Select from the list of questions." The "Response:" field is an empty text box. At the bottom are "OK" and "Cancel" buttons.

18. Enter a Response (answer) for your security question. The response will automatically convert to capital letters but is not case sensitive.

19. Click "OK"



The screenshot shows the same Oracle PeopleSoft Self-Service Log In page as before, but now the "Response:" field contains the text "BOBO". Two red arrows point to the "Response:" field and the "OK" button, indicating the next steps in the process. The "Question:" field remains "What is the name of your first pet".

Congratulations! You are now ready to use Retirement Self-Service.